



beyond
payment

Terminal User Guide



iWL220/250

Contents

1.	Introduction	2
2.	Important Safety Instructions	3
3.	Standards	5
4.	Installing the Bluetooth Terminal	6
5.	Installing the GPRS Terminal	7
6.	Using the Terminal	8
7.	Battery and Display Information	8
8.	Signal Information for GPRS	9
9.	Connection to Base and Radio Connection for Bluetooth	9
10.	Using the Menus	10
11.	Using a Payment Card	11
12.	Starting a Transaction	12
13.	Sale Transactions	12
14.	Voice Referrals	15
15.	Setting the Referral Password	16
16.	Refund	17
17.	Contactless Refunds	18
18.	Purchase with Cashback	18
19.	Cash Advance	19
20.	Add Gratuity as a Percentage	19
21.	Purchase with Gratuity (Restaurants)	20
22.	Refund with Gratuity	21
23.	Pre-Authorisation	22
24.	Key Entering Card Details and Mail Order Transactions	23
25.	Reversal	26
26.	Verify Account	26
27.	PIN Entry Failure	26
28.	Cancelling Transactions	27
29.	Clearing Mistakes	27
30.	Printing Duplicate Receipts	28
31.	X and Z Totals	28
32.	Waiter Totals	28
33.	End of Day Banking	29
34.	Entering Function Codes	30
35.	Waiter IDs (Restaurants)	30
36.	How to Change the Date and Time	32
37.	How to Set Sleep Parameters	33
38.	How to Print a Transaction Log	33
39.	How to Assign a Terminal to a Base Unit	34
40.	How to Change a Paper Roll	35
41.	GSM Network	36
42.	Insuring the Terminal	36
43.	Security Warning Notice	36
44.	Helpful Hints	36
45.	Miscellaneous Prompts	37

Please note: some functions may not be supported on your terminal, please speak to your acquirer for more details.

1. Introduction

This guide will detail how you install and use your IWL2xxx Bluetooth/GPRS terminal, including Safety Instructions and instructions on transaction processing, printing reports and general maintenance of the terminal.

Base Unit and Handset Placement for Bluetooth Terminals

PLEASE READ THIS VERY IMPORTANT INFORMATION BEFORE PLACING YOUR BASE UNIT AND HANDSET

The Ingenico IWL2xxx is a portable product that uses Bluetooth Short Range Radio to communicate between the handset and the base. The handset, when off the base, is powered by a battery, which re-charges when the handset is put back on the base.

This notice will help you optimise the operation of your portable product by describing how to place the base(s) to give maximum coverage, and how to manage the impact of battery drain from normal use.

Handset/Base (Radio) Coverage for Bluetooth Terminals

Various obstructions can reduce the level of the radio signal. These include: walls, screens, lift shafts, steel girders, kitchen fittings, doors, glass mirrors, metal objects, kitchen equipment.

YOU MUST BE AWARE OF THE IMPACT YOUR ESTABLISHMENT CAN HAVE ON RADIO COVERAGE.

Coverage Test

Short Range Radio systems (like Bluetooth) are not like GSM mobile phones; they do not operate over extended distances. After completing the installation process and charging the battery, you **MUST** test the coverage by carrying the handset around your establishment and monitoring the status of the aerial symbol and the signal strength. Try to achieve a maximum signal in all areas (although this is not imperative). Should the signal be lost then you need to either re-position the base (remember you need power and a phone line) or purchase an additional base and handset for your establishment.

PLEASE NOTE: A single handset cannot be assigned to multiple bases at the same time.

The 'Radio Link Test' (Bluetooth Only)

This test will give a print out of the link quality available at a location. You should carry out a Function 36 which will give the link quality at a given location. (Please refer to Section 33 for instructions on how to test the Signal Quality.) You now have the ability to see the signal strength on the display. To perform this test you will need a Supervisor Card.

PLEASE NOTE: When Cancelling out of this menu, after performing the test, the handset will verify its assignment to the base.

Try to keep the base at least 4 metres away from metal objects such as mirrors, kitchen fittings and equipment, metal doors, etc. **DO NOT** let such objects come between the base and handset. If you have more than one base ensure there is a minimum of 2 metres between any two. Positioning of bases, to gain optimum coverage in a multi floor, multi obstruction environment, will take some time and effort to establish.

Battery Operation

The terminal displays the Battery Power status as a number of bars much like those on a mobile phone display. There are a number of factors that can affect the rate of Battery drainage, for example:

- length of time off the base
- number of receipts per transaction
- time before sleep mode is activated
- time between transactions.

Depending upon a number of factors, you might experience variation in the number of transactions performed for each bar on the Battery Power display.

Please check the battery status prior to initiating any action on the handset. Should it indicate 'very low' (no bars) or 'no power' then you should return the handset to the base to charge the battery.

2. Important Safety Instructions

Powering down the IWL2xxx base

Disconnect the IWL2xxx power supply block adapter from the electrical mains network.

Lithium cell (Backup battery)

The IWL2xxx is fitted with an internal lithium cell which can only be accessed by a qualified technician.

Battery

IWL2xxx is fitted with battery specially designed for this terminal:

- Only use the appropriate chargers and batteries listed in Ingenico's catalogue
- Do not short circuit the battery
- Do not attempt to remove the battery housing as its components cannot be modified
- Do not disassemble
- Batteries at 'end of life' must be disposed of at the appropriate sites.

The lifespan depends on:

- Features
- Number of charge, discharge cycles
- Use temperature.

Warning: There is a risk of explosion if the battery is incorrectly replaced. Never place the battery next to a heat source or in a fire.

Electrical power outlet

The electrical outlet must meet the following criteria:

- Must be installed near the equipment and easily accessible
- Must meet standards and regulations in the country where used
- The protection of the installation must be set to 20A.

Telephone network

The phone jack must comply with standards and regulations in the country where used.

SAM1/SAM2/SIM readers compartment

The trapdoor for battery, SAM1/SAM2/SIM, readers located underneath the terminal, must be in place during the normal operation of the terminal.

See sections 'Removal of SAM1/SAM2/SIM, modules' as well as 'Connecting the battery'.

On airplanes

Your handset must be switched off and the battery pack removed whilst on an airplane. Non-compliance of these safety rules may result in legal action and/or a ban on later access to cellular network services.

Explosion areas

Some regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances

Your handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc. Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

Security of your terminal

Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part of your terminal.

Such checks would provide warning of any unauthorised modifications to your terminal, and other suspicious behaviour of individuals that have access to your terminal. Your terminal detects any 'tampered state'. In this state the terminal will repeatedly flash the message 'Alert Interruption!' and further use of the terminal will not be possible. If you observe the 'Alert Interruption!' message, you should contact the terminal helpdesk immediately. You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

CAUTION: NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code. The terminal must never be put in or left at a location where it could be stolen or replaced with another device.

Telephone call (Bluetooth)

You have an urgent call to make while the IWL2xxx is occupying the line. In order to get a dial tone quickly, place the handset in the hang up position pressing the red key (=cancel) or disconnect the base power supply from the mains network or disconnect the IWL2xxx

telephone connector from the telephone call socket, and place the telephone connector into the telephone wall socket. You should hear a dial tone within 6 seconds.

Specific Absorption Rate (SAR) for Bluetooth and GPRS devices

In order to meet FCC and Industry Canada RF radiation exposure limits for the general population, this device must only be operated when held in the hand or in a desktop position with a minimum separation distance of at least 20cm from the user's body and it must not be collocated or operated in conjunction with any other antenna or transmitter. Use of this device with an accessory in order to be worn and operated on user's body is strictly prohibited and will invalidate the certifications obtained for FCC and Industry Canada.

3. Standards

CE Marking

The CE marking indicates IWL2xxx complies with the requirements of European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

- the protection of the health and the safety of the user and any other person
- the protection requirements with respect to electromagnetic compatibility and complies with harmonised standards.

Depending IWL2xxx model involved standards are:

EN 60950 1 :2006	According to 2006/95/EC	(Low Voltage Directive)
EN 55022 :2006	According to 2004/108/EC	(EMC Directive)
EN 55024 A2 :2003	According to 2004/108/EC	(EMC Directive)
EN 301489 1/7 /08 2005	According to 89/336/EEC	(EMC Directive)
EN 301 511 /12 2003	According to 1999/5/EC	(R&TTE Directive)
EN 62311 (2008) /07 2001	According to 1999/519/EEC	(R&TTE Directive)
EN 301489 1/17 /08 2008	According to 89/336/EEC	(EMC Directive)
EN 300 328 v1.4.2 /12 2000	According to 1999/5/EC	(R&TTE Directive)
EN 301489 3 /08 2002	According to 89/336/EEC	(EMC Directive)
EN 301357 1/2 (2008)	According to 1999/5/EC	(R&TTE Directive)
EN 50357;EN50364 /2001	According to 1999/519/EEC	(R&TTE Directive)

And, for the whole range, complies with the European approval specification on connecting terminals with DTMF dialling to the public switched telephone network (Council Decision 1998/482/EC, Council Decision 1999/303/EC).

- TS 103021-1/2/3 /09-2003
- TR 103000-1/2/3/4 /06-2003
- ES 201187 /03-1999.

WEEE Directive

The product belongs to the family of electrical and electronic equipment. Therefore it is subjected to the WEEE Directive which requires the collection and recycling at the end of the life of the product. Ingenico products present the symbol for the marking of electrical and electronic equipment as required by the WEEE Directive.

The crossed through wheeled bin printed on the product gives information about the requirement not to dispose of WEEE as unsorted municipal waste and to collect such WEEE separately.

To ensure that the product is collected and recycled with respect to the environment, you must contact your supplier (contact the Ingenico local office or the commercial head office in charge of your country at www.ingenico.com via the Contact Us page).

The abandonment or uncontrolled disposal of waste can harm the environment and human health. So, by recycling your product in a responsible manner you contribute to the preservation of natural resources and the protection of human health.

Batteries

If your product contains batteries they must be disposed of at the appropriate collection points.

4. Installing the Bluetooth Terminal

- Ensure the mains supply is connected to the terminal and switched off
- Ensure you have your Merchant ID to hand. This can be found on your Welcome Letter
- Place the terminal handset onto the base if you have not already done so.

Now switch on the mains supply.

Dual Comms Mode

Use the arrow keys to highlight the required option and then press ENTER to select that option.

The terminal will display this screen, press the GREEN button and a number of additional screens will be displayed while the handset assigns to the base.

At this screen press the GREEN button and the installation process will continue.

PLACE TERMINAL ON A BASE
WITH A PHONELINE and press
ENTER

Connection Method
Telephone <PPP>
LOCAL NETWORK

If your terminal is connected via a direct line, press the YELLOW button to select NO.

If your phone line is connected to a Switchboard/PBX, press the GREEN button to select YES.

If you selected YES, key in the number used to get an outside line (often 9) and press the GREEN button. If your telephone line uses the 1571 or call waiting function, press the GREEN button.

NOTE: if you select no here and you do use these functions, the terminal will be unable to dial out for authorisations when a call message is waiting.

1. Key in your merchant number and press the GREEN button. The terminal will start to dial the Host computer and a number of communication messages will be displayed.

Terminal Installation
Key in Merchant No.

and then press Enter

2. The terminal will now contact each card acquirer which your terminal is configured to accept.

Further communications messages will be displayed. An installation report will then be printed displaying the card types that your terminal will accept.

3. Finally, the terminal will dial the Host computer to report the successful installation.

4. Installation is now complete and the terminal will display the READY prompt. Your terminal is now ready for use.



Check the date and time on your terminal, if this needs to be corrected refer to Section 36 of this guide for detail on how to do this.

5. Installing the GPRS Terminal

- Ensure the mains supply is connected to the terminal and switched off
- Ensure you have your Merchant ID to hand. This can be found on your Welcome Letter
- Place the terminal handset onto the base if you have not already done so.

Now switch on the mains supply.

1. Key in your merchant number and press the GREEN button. The terminal will start to dial the Host computer and a number of communication messages will be displayed.

Terminal Installation
Key in Merchant No.

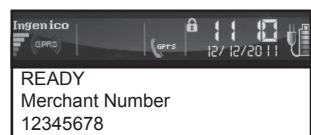
and then press Enter

2. The terminal will now contact each card acquirer which your terminal is configured to accept.

Further communications messages will be displayed. An installation report will then be printed displaying the card types that your terminal will accept.

3. Finally, the terminal will dial the Host computer to report the successful installation.

4. Installation is now complete and the terminal will display the READY prompt. Your terminal is now ready for use.



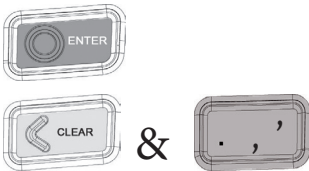
6. Using the Terminal

Switching the Terminal On and Off

To SWITCH ON the terminal when it is off the base, press:

If on the base the terminal will always be powered.

To SWITCH OFF the terminal, press (at the same time):



7. Battery and Display Information

Your terminal is supplied with a removable, rechargeable battery. This battery recharges when the terminal is connected to the charger unit.

Following installation, the battery charge status is indicated by the battery icon found in the top right hand corner of the terminal display.

When you charge the battery for the first time, it should be charged until full capacity is indicated. This may take from 4 to 16 hours. New terminals are dispatched with some charge present.

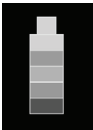
Transactions can be performed providing the terminal is connected to the charger unit so that it can continue charging.

One of these Battery Status Symbols will be displayed depending on the charge in the battery and whether the handset is on the base.

Battery low



Battery fully charged (off base)



8. Signal Information for GPRS

The signal icon represents the strength of the GSM mobile signal. The fewer bars indicated represents poorer network strength.

Your terminal may not be able to communicate with the acquirer if the signal is very poor. The network name shown next to the signal icon, indicates which network the terminal is communicating by.

This symbol indicates that the network and SIM card are Active/Installed.

When 'GPRS' is green it shows that the terminal is connected to the internet.



9. Connection to Base and Radio Connection for Bluetooth

This section of the display banner shows that the handset is connected to the base and also details the serial number of that base. It also shows the signal strength.

If this information is not displayed, or the serial number is flashing, then you need to move the handset closer to the base unit.

If this symbol is displayed in BLUE, the handset is in range of the base unit and can be used safely.

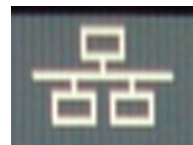
If this symbol is displayed in RED, the handset is out of range of all the base units and cannot be used.

Please see section 39, How to Assign a Terminal to a Base unit for further details.

This symbol indicates the terminal is connected to a network. This will only be displayed if your terminal is an ethernet product.

If this symbol is a lowered receiver, the terminal is ready to be used.

If this symbol is a raised receiver, the terminal is trying to connect to the Host computer.



10. Using the Menus

The Transaction Menu enables you to perform a transaction on the terminal.

At the READY prompt press the MENU button. The first option on the list will be highlighted. The actual options shown may differ from those shown here.

TRANSACTION MENU
Refund
Sale
Purch. with Cashback

PLEASE NOTE: Only three options can be displayed on the terminal screen at any one time. Use the arrow buttons to view the available options.

Press the GREEN ENTER button to select a highlighted option. The terminal will return to the READY display if no option is selected within 30 seconds.

The System Menu enables you to perform an administration function on the terminal. Select the System Menu by following the instructions below.

At the READY prompt press the MENU button until the System Menu is displayed. Other menu options may appear before/after depending on your configuration.

Use the arrow keys to view the available options and press the button in between the arrows or press the ENTER button to make your selection when the required option is highlighted.

Throughout the transaction flows in this guide, all your instructions are denoted by this un-shaded display.

READY
Merchant Number
12345678

All instructions to be carried out by the customer are denoted by this shaded display.

Amount	55.00
PIN ****	
Cardholder to key PIN	
Enter=OK	Clear=REKEY

At this time you should hand the terminal to the customer and ask them to follow the instructions displayed.

Entering Letters

You may need to enter letters using your terminal. Most numeric buttons have alphabetical characters allocated to them.

e.g. the number 2 button has a, b and c allocated to it

e.g. the number 5 button has j, k and l allocated to it

To enter a letter, press the relevant number button and then the MENU button to scroll through the letters until you select the character required. To enter the next letter you must again select the relevant number button. To enter a space press the 0 button followed by the MENU key.

If a mistake is made when entering numbers or letters, press the YELLOW button until the incorrect

numbers or letters have been removed. Then re-key the correct entry.

Once all the numbers or letters have been entered press the GREEN button to accept the entry.

11. Using a Payment Card

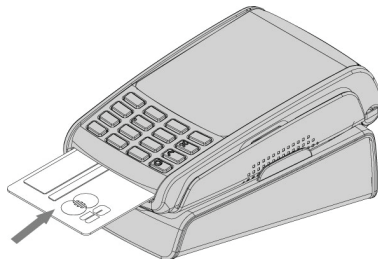
Inserting a Chip Card

The card should be inserted with the chip facing uppermost.

The terminal can detect if a chip card has been swiped as a magnetic card. If the card has not been inserted previously, it will prompt you to insert the card.

If the card is inserted the wrong way or there is a problem with the chip, the terminal will prompt for the card to be removed and re-inserted.

The terminal will prompt you when the card is to be removed.



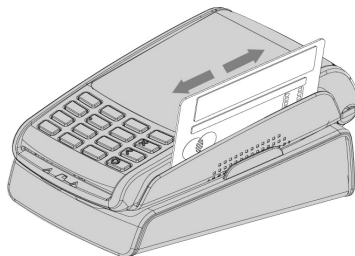
Swiping a Card

The card should be swiped with the black magnetic stripe facing the terminal and running along the bottom of the card.

Make sure that the bottom of the card runs firmly along the bottom of the card swipe and that the card is swiped at even speed.

The speed of the card swipe should not be too slow as this can sometimes cause problems when the terminal is reading the card.

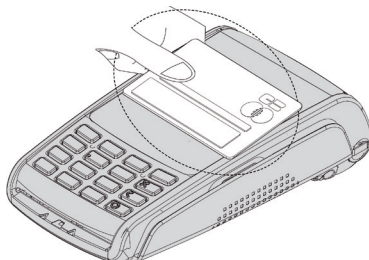
It is important to swipe cards correctly through the terminal so that they can be read by the card reader.



Using a Card with the Contactless Reader

If the terminal is allowed to process Contactless transactions the cardholder should present their card against the Contactless symbol displayed on the terminal.

If the card is removed too quickly a message will appear on the display and the cardholder will be asked to present the card again.



Where a contactless transaction is allowed, the terminal display will show the contactless symbol.

LED's will light at the top of the terminal during different parts of the transaction.

The cardholder should hold their card against the Contactless symbol.



Re-Printing Receipts

Once a re-print has been printed the user will be asked to press ENTER.
Check to ensure receipt is correct, if another re-print is required press MENU to re-print.

PLEASE NOTE: This is not the same as printing a duplicate receipt.

12. Starting a Transaction

IMPORTANT INFORMATION

If your terminal is configured to accept Contactless payments it will always expect you to enter the transaction amount first for whichever type of transaction you are performing (the payment flow may differ slightly depending upon your configuration).

The following sections of this guide detail this type of transaction flow.

If your terminal is NOT configured for Contactless payments you maybe asked to insert the customer's card first rather than key in the transaction amount first to initiate the transaction. If you are asked to 'Insert Card' first you will then be asked to key in an amount; continue from the 'Checking Card Prompt' for the transaction type selected.

13. Sale Transactions

From the READY prompt, key in the amount of the Sale and then press the GREEN button. The terminal will display (if the value is less than the contactless limit it will also display a Contactless symbol):

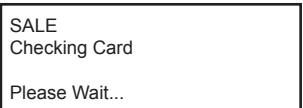


If the card is a Chip card, please see 'Sale (Card Inserted)'.
If the customer's card has been swiped, please see 'Sale (Card Swiped)'.

If the customer's card is a Contactless card and is to be used for a Contactless transaction, please see 'Sale (Contactless)'.

Sale (Card Inserted)

The terminal will check the card. If the customer presents a card which supports multiple card schemes you may be required to choose which card scheme to use.



1. Your terminal may be configured to allow Cashback, if so press the GREEN button to select this option.

SALE
Cashback?

Enter=YES Clear=NO

2. Now enter the Cashback amount and press the GREEN button. If Cashback is not required, press the YELLOW button and continue from step 4 below. If Cashback is not configured, continue from step 3 below.

PWCB
Key in Cash Amount 0.00

and then press ENTER

3. Hand the terminal to the customer. The customer should enter their PIN, as they do so asterisks will appear on the screen. Now press the GREEN button.

Amount 55.00
PIN ****
Cardholder to key PIN
Enter=OK Clear=REKEY

4. If numbers are entered incorrectly during this process use the YELLOW button to delete and then reinsert.

PLEASE NOTE: Removing the card will VOID the transaction.

Amount 55.00
PIN: ACCEPTED
RETURN TERMINAL
Do NOT Remove Card

5. The terminal will now print a receipt which the CUSTOMER must retain for their records.

Printing
CUSTOMER RECEIPT

Please Wait...

Tear off the receipt and press the GREEN button to continue. Should you require a reprint of the receipt press the MENU button.

Tear OFF
CUSTOMER RECEIPT
Press ENTER if OK
Press MENU to Reprint

6. You will now be prompted to remove the customer's card. The terminal will then print a MERCHANT receipt which must be kept for your records.

SALE
Please Remove Card

7. Press the GREEN button and the terminal will return to the READY prompt.

Printing
MERCHANT RECEIPT

Please Wait...

PLEASE NOTE: The card number will be masked on the customer's receipt.

Tear OFF
MERCHANT RECEIPT
Press ENTER if OK
Press MENU to Reprint

Sale (Card Swiped)

1. Swipe the customer's card through the terminal.

SALE
Checking Card

Please Wait...

2. You may be prompted to confirm the last four digits of the card number. Key in the last four numbers from the customer's card and then press the GREEN button.

Key in last 4 digits of Card
Number

and then press ENTER

3. The terminal will check the card. If the customer

presents a card which supports multiple card schemes you may be required to chose which card scheme to use.

4. Your terminal may be configured to allow Cashback, if so press the GREEN button to select this option. Now enter the Cashback amount and press the GREEN button.

If Cashback is not required, press the YELLOW button and continue from step 5 below.

If Cashback is not configured, continue from step 5 below.

5. The terminal will now dial for authorisation and a number of messages will appear on the screen.

SALE
AUTH CODE: nnnnn
<Aquirer Name>

6. The terminal will print a Merchant receipt, tear this off and ask the customer to sign it.

Printing
MERCHANT RECEIPT

Please Wait...

Tear off
MERCHANT RECEIPT
Press ENTER if OK
Press MENU to Reprint

7. Check the signature and, if it is OK, press the GREEN button and a Customer receipt will be printed.

SALE
Signature OK?

Enter=YES Clear=NO

Printing
CUSTOMER RECEIPT

Please Wait...

If the signature is not OK press the YELLOW button and the transaction will be cancelled.

Tear OFF
CUSTOMER RECEIPT
Press ENTER if OK
Press MENU to Reprint

8. The transaction is now complete and the terminal will return to the READY prompt.

Sale (Contactless)

1. From the READY prompt, enter the amount of the transaction and then press the GREEN button.

READY
Merchant Number
12345678

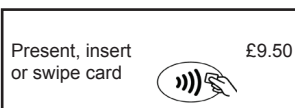
If you make a mistake, press the YELLOW button and re-enter the correct amount.

Key in Amount

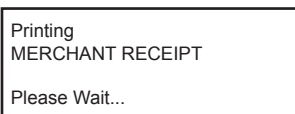
0.00

and then press ENTER

2. The cardholder should present their card against the Contactless symbol on the terminal display.

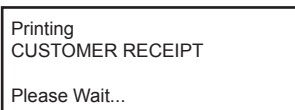


3. The terminal will now print a Merchant receipt.



4. If the customer requests a receipt this must be done before the next transaction takes place.

From the READY prompt press the decimal key and a customer receipt will be printed. Press ENTER to return to the READY prompt.



14. Voice Referrals

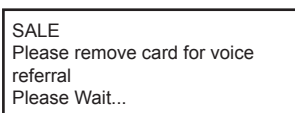
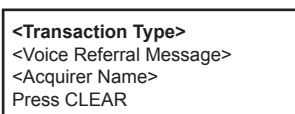
Sometimes transactions will require you to obtain a voice referral from the Authorisation Centre.

As a security measure your terminal has been set up to request either the swipe of the Supervisor Card or the input of a Referral Password when this situation arises.

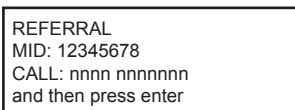
Please follow the process below if your terminal has been set up to ask for a Referral Password.

Terminal Displays

The card should be removed from the terminal and handed to the operator who will be contacting the Authorisation Centre.

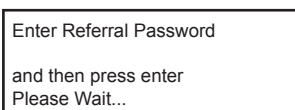


The Authorisation Centre telephone number will be displayed.



Enter your Referral Password and press the GREEN button to continue.

If you have not set up your Referral Password please see the relevant section overleaf.



Once you have spoken to the Authorisation Centre press the GREEN button to continue with the transaction or, if authorisation is declined, press the YELLOW button.

If the YELLOW button is selected, the terminal will display 'Not Authorised' and print a 'Not Authorised' receipt. The terminal will then return to the READY prompt.

Enter the authorisation code provided by the Authorisation Centre and press the GREEN button.

The terminal will now print the receipts and then return to the READY prompt.

SALE	
Authorisation given?	
ENTER=YES	CLEAR=NO

SALE	
Key in Auth. Code	<Auth Code>
and then press ENTER	

Incorrect Code/Password

If you enter an incorrect Password this screen will be displayed, press the YELLOW button to retry.

If an incorrect Password is entered at the second attempt this screen will be displayed, press the GREEN button for a final retry.

Once the number of tries has been exceeded the terminal will cancel the transaction, print 'Cancelled' receipts and return to the READY prompt.

INCORRECT REFERRAL PASSWORD
Press CLEAR to retry.

Enter Referral Password LAST TRY
and then press ENTER

NUM TRIES EXCEEDED
Please call Help Desk on: nnnn nnn nnnnnnn
Press CLEAR

15. Setting the Referral Password

Function 23 will allow you to set and change the Referral Password.

1. At the READY prompt, press the MENU button twice. Use the arrow keys to view the available options and press the GREEN ENTER button when the SELECT FUNCTION option is highlighted.

2. Enter the number 23 and then press the GREEN button, the terminal will ask you to swipe the Supervisor card.

3. Now press the GREEN button to select the option to Set the Referral Password.

SYSTEM MENU
Totals
Print Function Codes
Select Function

EFT	
Set Referral Password?	
Enter=YES	Clear=NO

Selecting the **YELLOW** button will return the terminal to the **READY** prompt.

If this is the first time the Password has been set please enter 0000 and then press the **GREEN** button.

Enter Current
Referral Password?

and then press ENTER

If the code is to be reset key the current code and then press the **GREEN** button.

Enter a new Referral Password and then press the **GREEN** button.

Enter New
Referral Password?

and then press ENTER

Re-key the new Referral Password to confirm and then press the **GREEN** button.

Confirm New
Referral Password?

and then press ENTER

4. The terminal will print a receipt to confirm the Password has been changed and will return to the **READY** prompt.

16. Refund

1. At the **READY** prompt, press the **MENU** button.

TRANSACTION MENU
Refund
Sale
Purch. with Cashback

2. Using the arrow keys at the top of the handset, select refund and press the **GREEN** button.

REFUND
Key in Amount

0.00

and then press ENTER

3. Either key in the amount of refund transaction and then press **GREEN** button or swipe/insert card in the terminal and then key in the refund amount.

REFUND
Insert or swipe card
to continue
(or press Cancel key)

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the **GREEN** button.

The terminal will check the card. If a customer presents a card that supports multiple card schemes, you may be required to choose which card scheme to use.

You may be prompted to swipe the Supervisor Card or enter your Supervisor Code through the terminal.

PIN entry is not required on refunds, the transaction will proceed as a signature verified sale.

(Please refer to Section 13 of this guide for instructions on how to Complete a Sale.)

17. Contactless Refunds

To perform a Contactless Refund 'Amount Entry First' must be enabled; the card scheme must be configured to allow it and the transaction amount must be below the maximum contactless transaction limit.

PLEASE NOTE: A 'Contactless Refund' may be performed either by using credit/debit cards (if configured) or any other contactless devices such as 'Fobs or Mobile Telephones'.

If the transaction value is below the maximum Contactless Limit a screen similar to the following will be displayed:

REFUND	
Key in TOTAL Amount:	0.00
and then press ENTER	

If the value is above the Contactless Limit you will be asked to swipe/insert card.

REFUND	£9.00
Present / Insert or Swipe Card to continue (or press Cancel key)	

Normal card checks will be performed.

If refunds are supervisor protected then you will be asked to swipe supervisor card or key in supervisor code.

Swipe Supervisor Card

18. Purchase with Cashback

This menu option only needs to be used to provide Cashback when normal sale transactions are performed with a gratuity. Selecting this option allows a transaction to be carried out with Cashback instead of with gratuity.

PLEASE NOTE: Only certain types of debit cards allow Purchase with Cashback.

1. At the READY prompt press the MENU button. Use the arrow keys to view the available options and press the GREEN button when the Purchase with Cashback option is highlighted.

TRANSACTION MENU
Refund
Sale
Purch. with Cashback

2. Key in the amount of the sale and press the GREEN button.

PWCB	
Key in Amount	0.00
and then press enter	

3. Either insert into or swipe the customer's card through the terminal. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

4. Key in the amount of cashback required and then press the GREEN button.

PWCB	
Key in Cash Amount	0.00
and then press enter	

The transaction will now continue as a normal sale transaction. Please refer to Section 13 of this guide for how to complete a Sale Transaction.

PLEASE NOTE: Only the last four digits of the card number will be printed on the customer’s receipt.

19. Cash Advance

This option is only available for certain types of business. Please contact Customer Services for further information.

PLEASE NOTE: Only certain types of debit cards allow Cash Advance.

At the ‘Ready Prompt’ press the MENU button.

1. Use the arrow keys to view the available options and press the GREEN button when the Cash Advance option is highlighted.

TRANSACTION MENU	
Refund	
Cash advance	
Purch. with Cashback	

2. Key in the amount of the cash advance and press the GREEN button.

CASH ADVANCE	
Key in Amount:	0.00
and then press ENTER	

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer’s card number and press the GREEN button.

3. Either insert into or swipe the customer’s card through the terminal.

CASH ADVANCE	
Insert or swipe card to continue (or press CANCEL key)	

4. The terminal will check the card.

CASH ADVANCE	
Checking card	
Please wait...	

The transaction will now continue as a normal sale transaction. Please refer to Section 13 of this guide for how to complete a Sale Transaction.

20. Add Gratuity as a Percentage

If the terminal is configured for gratuity this can be added as a percentage of the total or as an actual value.

Press ENTER if a gratuity is to be added.

Amount	£10.00
Customer to	
Enter a Gratuity	
Press ENTER	

If gratuity with percentage is enabled the following screen will be displayed:

Gratuity Percentage	
1-	5 %
2-	10 %
3-	15 %
4-	20 %
5-	Other

Select 'Fixed Percentage' from the available options or select 'OTHER' to key in an amount.

Total	£10.50
Customer to	
Confirm Total	
Press ENTER to assist	

21. Purchase with Gratuity (Restaurants)

PLEASE NOTE: This option is only available for certain types of business. Please contact Customer Services for further information.

1. Initiate a transaction as normal.

READY
Merchant Number
12345678

The terminal will check the card. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

SALE
Checking Card
Please Wait...

2. Your terminal may prompt you to enter the Waiter ID. If so, enter the relevant Waiter ID and press the GREEN button. You may also be prompted to enter the table number.

(Please see Section 35 for more information on Waiter ID's.)

3. Pass the terminal to the customer to confirm the amount.

Cardholder to Confirm	
Amount	55.00
Press ENTER to Accept	
or CLEAR to Reject	

If the customer rejects the amount, the customer should return the terminal. You will be prompted to swipe the Supervisor Card or enter your Supervisor Code and re-enter the amount.

4. If the customer does not want to add a gratuity, they should press the YELLOW button and the transaction will then proceed from step 8. If the customer wishes to add a gratuity, they should press the GREEN button.

Amount	55.00
Do you wish to	
Add a GRATUITY?	
Enter=YES	Clear=NO

5. The customer will now be prompted to key in the gratuity amount and the to press the GREEN button.

Amount	55.00
Enter GRATUITY	
Enter=OK	Clear=REKEY

6. The customer may then be prompted to confirm the total transaction amount.

Cardholder to Confirm Total Press ENTER to Accept or CLEAR to Reject	60.00
---	-------

7. The customer will be prompted to enter their PIN. Once the PIN has been entered, the customer should press the GREEN button to confirm.

Amount PIN: Cardholder to key PIN Enter=OK	60.00 Clear=REKEY
---	--------------------------

8. The customer should now return the terminal. If the card has been inserted, the card should remain in the terminal.

PIN ACCEPTED RETURN TERMINAL Do NOT Remove Card

PLEASE NOTE: Removing the card will VOID the transaction.

9. The terminal will dial the authorisation centre and display the message CONNECTION MADE.

10. The terminal will now confirm if authorisation has been obtained.

The terminal will display PLEASE WAIT while it prints the customer's receipt. Press the GREEN button and you will be prompted to remove the card.

11. The terminal will then print a MERCHANT receipt which should be retained for your records.

Press the GREEN button and the terminal will return to the READY prompt.

22. Refund with Gratuity

1. At the READY prompt press the MENU button. Use the arrow keys to view the available options and press the GREEN button when the Refund option is highlighted.

2. Key in the total amount including any gratuity and press the GREEN button.

REFUND Key in TOTAL: and then press ENTER	0.00
---	------

3. Either insert into or swipe the customers card through the terminal.

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customers card number and press the GREEN button.

REFUND Insert or Swipe Card to continue (or press CANCEL key)
--

The terminal will check the card. If a customer presents a card that supports multiple card schemes, you may be required to choose which card scheme to use. You may be prompted to swipe the Supervisor Card or enter your Supervisor Code through the terminal.

4. If a gratuity has been added, press the GREEN button. If no gratuity has been added, press the YELLOW button.

REFUND Gratuity Added?	
Enter=YES	Clear=NO

5. If a gratuity has been added, enter the amount of the gratuity and press the GREEN button.

REFUND Key in GRATUITY	
	0.00
and then press ENTER	

6. Key in the Waiter ID from the original transaction and press the GREEN button.

REFUND Original Waiter ID:	
and then press ENTER	

The transaction will now proceed as per a normal sale transaction. Please see Section 13 for information on how to complete a Sale Transaction.

23. Pre-Authorisation

PLEASE NOTE: this option is only available for certain types of business. Please contact Customer Services for further information.

Where there is the likelihood of a large value transaction, such as a hotel or car hire bill, a pre-authorisation transaction for the expected value can be made. If, following a pre authorisation transaction, the value of the transaction increases (e.g. as a result of an extended stay at an hotel) a further pre-authorisation may be required.

1. At the READY prompt press the MENU button. Use the arrow keys to view the available options and press the GREEN button when the Pre-Auth option is highlighted.

TRANSACTION MENU
Refund
Purchase. with Cashback
Pre-Auth

2. Key in the amount of the transaction and press the GREEN button.

PRE-AUTH Key in Amount:	
	0.00
and then press ENTER	

3. Either insert into or swipe the customer's card through the terminal. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

PRE-AUTH Insert or Swipe Card to continue (or press Cancel key)
--

The transaction will now continue as a normal sale transaction. Please refer to Section 13 for information on how to complete a Sale Transaction.

Completion

The following procedure will complete a pre-authorised transaction when the final account is confirmed with the customer.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Completion option is highlighted.

TRANSACTION MENU	
Pre-Auth	
Completion	
Cash Advance	

2. Key in the amount of the transaction and press the GREEN button.

COMPLETION	
Key in Final Amount	0.00
and then press ENTER	

3. Either insert into or swipe the customer's card through the terminal. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customers card number and press the GREEN button.

COMPLETION	
Insert or swipe card to continue	
(or press Cancel key)	

4. You will then be prompted to enter the last Pre-Authorised code and press the GREEN button. The transaction will now continue as a normal sale transaction.

COMPLETION	
Key in last Pre-Auth Code:	
and then press ENTER	

Please refer to Section 13 for information on how to complete a Sale Transaction.

24. Key Entering Card Details and Mail Order Transactions

You may need to key enter a customers card details if their card is faulty or if you are entering a mail order transaction where the customer is not present.

A. **Mail Order Transactions:** Begin at Step 1 if you are performing a Mail Order Transaction.

B. **Card Read Failure or Key Card Number:** Begin at Step 2 if:

You have swiped a customer's card at the READY prompt and the terminal displays CARD READ FAILURE .

OR

If you have selected the Sale option from the Transaction menu and unsuccessfully swiped the card three times, and the terminal displays Key Card No.

1. At the READY prompt press the MENU button. Use the arrow keys to view the available options and press the GREEN button when the required option is highlighted.

TRANSACTION MENU
Refund
Sale
Purch. with Cashback

2. Key in the amount of the transaction and then press the GREEN button or key enter the customer's card number when you see this prompt. The card number will be displayed as it is keyed in.

<transaction type> Insert or Swipe Card to continue (or press Cancel key)
--

3. The terminal will check the card number. Key in the card expiry date and press the GREEN button.

<transaction type> Key expiry date MMY and then press ENTER

4. You may be asked to enter the start date or issue number from the card. Enter them as they appear on the card and press the GREEN button.

<transaction type> Key start date MMY and then press ENTER
--

<transaction type> Key in issue number and then press ENTER

5. If the customer is present, press the GREEN button. If this is a mail order transaction, press the YELLOW button and proceed from number 9 below.

<transaction type> Is customer present? ENTER=YES Clear=NO

6. Key in the amount of the transaction and press the GREEN button. The terminal will now dial for authorisation. The authorisation code will be displayed. Press the GREEN button.

<transaction type> Key in Amount: 0.00 and then press ENTER
--

7. A receipt will now be printed. Obtain the customer's signature. If the signature is OK, press the GREEN button. If it is not, press the YELLOW button and the transaction will be voided.

SALE Signature OK? ENTER=YES Clear=NO
--

8. The signed receipt should be kept for your records. The terminal will now print a receipt for the customer. Pass the receipt to the customer and the transaction is complete.

9. If this is a mail order transaction, the YELLOW button will be pressed when asked if the customer is present. Key in the amount of the transaction and press the GREEN button.

<transaction type> Is customer present? ENTER=YES Clear=NO

**IF YOUR TERMINAL IS CONFIGURED FOR CSC/AVS
(A CARDHOLDER VERIFICATION SERVICE) PROCEED AS
FOLLOWS:**

If you see this prompt, key in the 3 digit security code, which can be found on the signature strip on the back of the customer's card. Now press the GREEN button.

PLEASE NOTE: The security code for American Express cards is a four digit code and can be found on the front of the card.

Your terminal will then prompt you to do the following:

- Enter the numeric digits from the customers Post Code, (i.e EH11 9YE would be entered 119) and then press the GREEN button
- Enter the customer's house number, (i.e Flat 5, 29 High Street would be entered 529) and then press the GREEN button.

<transaction type>
Key in Security Code:

and then press ENTER

<transaction type>
Key in Numerics from
The Post Code:
and then press ENTER

<transaction type>
Key in first five digits
of the address:
and then press ENTER

10. The terminal will now dial out for authorisation and the authorisation code will be displayed. Press the GREEN button.

<transaction type>
AUTH CODE: nnnnn
<Acquirer name>
press ENTER

The terminal will display the results of the address check. The result will be printed on the receipts.

The security message will advise the response for any information entered at the Security Code, Address and Post Code prompts.

Message Text	Result
ALL MATCH	All data entered is correct
SEC CODE MATCH ONLY	Only the Security Code is correct
ADDRESS MATCH ONLY	Only the address is correct
NO DATA MATCHES	None of the data entered is correct
DATA NOT CHECKED	The data has not been checked

11. To accept the transaction press the GREEN button and a customer receipt will be printed. Press the GREEN button again and this will print a copy of the receipt for your records.

AUTH CODE: nnnnn
<security messages>
Press ENTER to Accept
Press CLEAR to Decline

To decline the transaction press the YELLOW button and a void receipt will be printed for the customer. Press the GREEN button again and a void receipt will be printed for your records.

25. Reversal

You can reverse the last previously authorised Sale or Refund transaction provided the reversal is carried out within 30 seconds of completing the original transaction.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Reversal option is highlighted.

TRANSACTION MENU
Refund
Duplicate Receipt
Reversal

2. The terminal will dial the authorisation centre and display the message CONNECTION MADE. The terminal will now confirm the reversal is successful and print a receipt.

REVERSAL
Dialling
<Acquirer Name>

3. Tear off the receipt and give this to the customer as a copy of the transaction. Press the GREEN button.

The terminal will now print a copy of the receipt for you to retain for your records. Press the GREEN button and the terminal will return to the READY prompt.

26. Verify Account

Press the MENU button and then use the arrow keys to highlight the transaction type from the transaction menu and then Press ENTER.

TRANSACTION MENU
Verify Account
Pre-Auth
Refund

1. Insert or Swipe Card.

VERIFY ACCOUNT
Insert or Swipe Card
to continue
(or press Cancel key)

2. Cardholder PIN entry (* (asterisk) will be displayed as each PIN digit is keyed in).

Amount	£0.00
PIN: ****	
Cardholder to key PIN	
Enter=OK Clear=REKEY	

3. The terminal will contact the acquirer to verify the account holder.

Amount	£0.00
PIN ACCEPTED	
RETURN TERMINAL	
Do NOT Remove Card	

27. PIN Entry Failure

If an incorrect PIN has been entered the terminal will display INCORRECT RE-ENTER PIN.

The cardholder should re-enter their PIN and press the GREEN button.

INCORRECT RE-ENTER
PIN: ****
Cardholder to key PIN
Enter=OK Clear=REKEY

Once all the re-try attempts have been used the terminal will display the message: 'PIN TRIES EXCEEDED'

PIN TRIES EXCEEDED
Contact Card Issuer
RETURN TERMINAL
Do NOT Remove Card

The cardholder should hand the terminal back to you and contact their card issuer.

PIN TRIES EXCEEDED
Press ENTER to
Continue with
Signature

The transaction will continue and seek authorisation with a signature verification. Press the GREEN button to continue the transaction.

28. Cancelling Transactions

1. CANCELLING BEFORE AUTHORISATION

A transaction can be cancelled at any time before authorisation has been obtained.

Press the RED button. The terminal will display CANCELLED and print a receipt for the customer which will be marked as cancelled.

Then press the GREEN button and the terminal will print a merchant receipt for your records.

Press the GREEN button again and the terminal will then return to the READY prompt.

2. CANCELLING AFTER AUTHORISATION BUT BEFORE COMPLETION

When carrying out a swiped transaction and the transaction requires cancelling after authorisation has been obtained, but before the transaction has been completed, press the YELLOW button at the 'SIGNATURE OK' prompt to select NO and reject the signature. The transaction will be cancelled and a void receipt will be printed.

3. CANCELLING AFTER COMPLETION OF A TRANSACTION

If the transaction requires cancelling after the transaction has been completed a REVERSAL or a REFUND will need to be performed. (Please refer to Section 25 for Reversal or Section 16 for Refund)

PLEASE NOTE: Reversal transactions can only be carried out within 30 seconds of the transaction taking place.

4. CANCELLING THE TRANSACTION BY THE CUSTOMER

If the customer selects to cancel a transaction, they will be asked to confirm if they wish to do so and return the terminal. You should then remove their card and press the GREEN button and the terminal will print out a receipt for the customer and one for your records.

29. Clearing Mistakes

If a mistake is made when entering numbers or letters, press the YELLOW button until the incorrect numbers or letters have been removed or press the RED button to erase all input. Now re-key the correct entry.

30. Printing Duplicate Receipts

- 1. At the READY prompt press the MENU button. Use the arrow keys to view the available options and press the GREEN button when the Duplicate Receipt option is highlighted.
- 2. Press the GREEN button to print a duplicate receipt. It is not an exact copy of either a customer or merchant receipt and has Duplicate Receipt printed on it.

TRANSACTION MENU	
Refund	
Reversal	
Duplicate Receipts	
EFT	
Duplicate Receipt	
Enter=YES	Clear=NO

31. X and Z Totals

X Totals can be printed at any time throughout the day and give a sub total of all transactions performed. X totals do not reset the totals within the terminal.

Z Totals show the total of all transactions processed through the terminal for each card company since the last Z Totals were performed. Once Z Totals have been completed the totals within the terminal are reset to zero. X Totals will also be reset. Z Totals are not connected to your Banking totals.

- 1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.
- 2. Use the arrow keys to view the available options and press the GREEN button when the required option is highlighted.
- 3. You will then be asked to swipe the Supervisor Card or enter your Supervisor Code through the terminal.
- 4. Press the GREEN button to proceed or the YELLOW button to cancel.
- 5. The terminal will print the report. Press the MENU button if you wish to reprint the report. If not, press the GREEN button and the terminal will return to the READY prompt.

SYSTEM MENU	
Totals	
Print Function Codes	
Select Function	

TOTALS MENU	
End-of-Day Banking	
Z-Totals	
X-Totals	

EFT	
X-Totals? (or Z-Totals?)	
Enter=YES	Clear=NO

Tear Off	
TOTALS RECEIPT	
Press ENTER if OK	
Press Menu to Reprint	

32. Waiter Totals

- 1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.

SYSTEM MENU	
Totals	
Print Function Codes	
Select Function	

2. Use the arrow buttons to view the available options and press the GREEN button when the Waiter Totals option is highlighted.

You will then be asked to swipe the Supervisor Card or enter your Supervisor Code through the terminal.

3. Press the GREEN button to print the totals.

4. To reset the Waiter Totals press the GREEN button and the totals will be reset.

The terminal will now return to the READY prompt.

TOTALS MENU
Z-Totals
X-Totals
Waiter Totals

EFT
Print Waiter - Totals
Enter=YES
Clear=NO

WAITER TOTALS
Reset Waiter - Totals?
Enter=OK
Clear=REKEY

33. End of Day Banking

Banking should be carried out at the end of each business day once the last customer has left the premises. This is to make checking credits and reconciliation with your bank statements easier.

PLEASE NOTE: If your acquirer has set a cut off time for end of day banking, please note the following: To ensure that your statement totals balance, it is important that you carry out your End of Day Banking before the cut off time set by your acquirer. For information regarding these times please contact Customer Services.

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.

2. Use the arrow keys to view the available options and press the GREEN button when the End of Day option is highlighted.

You will then be asked to swipe the Supervisor Card or enter your Supervisor Code through the terminal.

3. Press the GREEN button to proceed.

4. You will now have the choice of selecting totals for ALL card types or selecting those card types you wish to bank.

5. Press the GREEN button to reconcile ALL card types and the terminal will contact each acquirer in turn before printing the report or press the YELLOW button to select the acquirers you wish to reconcile.

SYSTEM MENU
Totals
Print Function Codes
Select Function

TOTALS MENU
End-of-Day Banking
Z-Totals
X-Totals

EFT
End-of-Day Banking?
Enter=YES
Clear=NO

Select card types to be banked
Press ENTER for ALL
Press CLEAR to SELECT

PLEASE NOTE: This screen will only be displayed if your terminal is set up with more than one acquirer.

6. You will now be shown a list of the individual acquirers. Press the GREEN button to reconcile an acquirer or press the YELLOW button if you do not want to reconcile a particular acquirer.

End-of-Day Banking	
Bank <acquirier>	
Enter=YES	Clear=NO

7. Once the desired acquirers have been selected, the terminal will dial the selected acquirers. You will be prompted to wait while the terminal prints a banking report.
8. After all acquirers have been banked, tear off the receipt and press the GREEN button. The terminal will return to the READY prompt.

PLEASE NOTE: If Stored or Session Totals Not Agreed is printed on your End of Day receipt, please contact Customer Services.

34. Entering Function Codes

There may be occasions when you have further requirements of your terminal. These can be met through the use of Function Codes.

1. At the READY prompt, press the MENU button twice. Use the arrow keys to view the available options and press the GREEN button when the Select Function option is highlighted.
2. Key enter the function code required and then press the GREEN button.

Once the function code has been entered, follow the prompts displayed by the terminal. You may be prompted to swipe your Supervisor Card or enter your Supervisor Code. The following codes are available for you to use:

CODE	TITLE	DESCRIPTION
16	Print Transaction Log	Refer to section 38
30	Set Date/Time	Refer to section 36
36	Assign to Base	Refer to section 39
38	Sleep Parameters	Refer to section 37
40	Waiter Setup	Refer to section 35
36	Test Radio Signal	Refer to section 8

35. Waiter IDs (Restaurants)

Default Waiter 0

A default waiter, Waiter 0: SHARED will be created automatically by the terminal. This can be used if you do not want to create individual Waiter ID's.

All sale transactions with gratuity will add tips/gratuities to this waiter without the need for a Waiter ID to be entered during transaction processing.

The total of all Waiter 0 tips/gratuities will be printed as part of the Waiter Totals Report showing the total value of tips/gratuities performed.

Adding an Individual Waiter ID

Your terminal can be configured to recognise individual Waiter IDs. These make it possible to identify which staff member has dealt with the transaction. The Waiter ID will be printed on the receipt.

1. At the READY prompt press the MENU button twice.
2. Using the arrow button select the Select Function option and then press the GREEN button.
3. Enter the number 40 and then press the GREEN button.
4. Swipe the Supervisor Card or enter your Supervisor Code through the terminal.

SYSTEM MENU
Totals
Print Function Codes
Select Function

EFT
Waiter Setup
Enter=YES
Clear=NO

5. If you want to proceed to the Waiter Setup menu, press the GREEN button. If not, press the YELLOW button.

6. Using the arrow button select Add and then press the GREEN button.

WAITER SETUP
Add
Delete
Print

Change Name
Delete All
Create Defaults

7. Your terminal will automatically allocate the next available Waiter ID. Key in the text/name description and press the GREEN button (this field is limited to 10 characters).

ADD WAITER	Code nn
Key in Waiter's Name	aaaaaaaa
and then press ENTER	

(Please refer to Section 8 of this guide for instructions on how to enter letters.)

Deleting a Waiter ID

Follow steps one to six above and select DELETE from the WAITER SETUP menu, now proceed as follows:

1. Key in the Waiter ID code that is to be deleted and then press the GREEN button.

DELETE Waiter
Key in Code to Delete
nn
and then press ENTER

2. If you want to proceed to delete the Waiter, press the GREEN button.

If not, press the YELLOW button.

DELETE Waiter nn
<name>
Enter=YES
Clear=NO

Changing a Waiter ID

Follow steps one to six of Section 35 (Adding an Individual Waiter ID) and select Change Name from the WAITER SETUP menu. Now proceed as follows:

1. To change a Waiter Name, key in the Code of the Waiter that requires change and then press the GREEN button.

CHANGE Name
Key in Code to Change

nn

and then press ENTER

2. Amend the Waiter Name by using the RED and YELLOW buttons to erase letters. Press the GREEN button and the terminal will return to the Waiter Setup Menu.

CHANGE Name
Key in Waiter's Name
<existing name>
and then press ENTER

Creating Default IDs

When using the Create Defaults option, the terminal automatically creates numbered Waiters from 1-99 instead of named Waiters.

Follow steps one to six of Section 33 (Adding an Individual Waiter ID) and select Create Defaults from the WAITER SETUP menu.

CREATE Defaults
Are You Sure?

Enter=YES
Clear=NO

If Waiters don't exist yet

When asked whether you would like to create defaults on your terminal, press the GREEN button to accept. To decline, press the YELLOW button.

If Waiters exist already

If Default Waiters exist on your terminal and you wish to add a named waiter, this screen will be displayed. You MUST delete a Default Waiter before a named waiter can be added. Press the GREEN button.

Waiters Already Exist
Delete ALL if you wish
to remove

36. How to Change the Date and Time

The terminal has a built in clock which maintains the current date and time. If necessary you can also change the date and time manually. **PLEASE NOTE:** this will need to be done twice a year when the clocks change.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the Select Function option is highlighted.

SYSTEM MENU
Totals
Print Function Codes
Select Function

2. Key enter the number 30 and press the GREEN button. You will then be asked to swipe the Supervisor Card or enter your Supervisor Code through the terminal.

Key in Function Code

and then press ENTER

3. The current date will be displayed. Re-key the correct date and press the GREEN button.

SET DATE/TIME
Enter Current Date
dd/mm/yy
and then press ENTER

4. The current time will be displayed. Re-key the correct time and press the GREEN button.

The terminal will return to the READY prompt.

SET DATE/TIME
Enter Current Time
dd/mm/yy
and then press ENTER

37. How to Set Sleep Parameters

This function allows you to set the time when the terminal is not in use before it goes into sleep mode. Having the sleep parameters enabled will save on battery life.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the Select Function option is highlighted.

SYSTEM MENU
Totals
Print Function Codes
Select Function

2 Key enter the number 38 and press the GREEN button. You will then be asked to swipe the Supervisor Card or enter Supervisor code.

Key in Function Code

and then press ENTER

3. Press ENTER to continue setting Sleep Parameters or Clear to cancel.

SYSTEM
Sleep Parameters?

Enter=YES Clear=NO

4. Enter the number of minutes before which the terminal goes to sleep and then press the GREEN button.

The terminal will return to the READY prompt.

Number of Mins before
going to sleep (1-30)
xx
and then press ENTER

38. How to Print a Transaction Log

This function allows you to print a log of your last 100 transactions, should the need arise for example to check any financial discrepancies.

At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the Select Function option is highlighted.

SYSTEM MENU
Totals
Print Function Codes
Select Function

2. Key enter the number 16 and press the GREEN button. You will then be asked to swipe the Supervisor Card or enter your Supervisor Code through the terminal.

Key in Function Code

and then press ENTER

3. To print a transaction log for the selected acquirer, press the GREEN button. If not, press the YELLOW button.

Print Transaction Log
<Acquirer Name>?

Enter=YES Clear=NO

4. Press the GREEN button again and the transaction log for that acquirer will be printed. It will show the previous 20 transactions for that acquirer. Step 3 and 4 will repeat for each acquirer.

Print Transaction Log Continue?	
Enter=YES	Clear=NO

Once all have been printed, press the GREEN button and the terminal will return to the READY prompt.

39. How to Assign a Terminal to a Base Unit (Bluetooth Only)

Place the terminal handset onto the base unit.

1. At the READY prompt press the MENU button twice.
2. Use the arrow buttons to view the available options and press the GREEN button when the Select Function option is highlighted.
3. Key enter the number 36 and press the GREEN button. You will then be asked to swipe the Supervisor Card or enter your Supervisor Code through the terminal.

SYSTEM MENU
Totals
Print Function Codes
Select Function

Key in Function Code
and then press ENTER

4. To assign the terminal to a base unit press the GREEN button.

SYSTEM Radio Setup?	
Enter=YES	Clear=NO

To cancel the operation, press the YELLOW button.

5. Select ASSIGN TO BASE and press the GREEN button.
6. Place the handset onto the base unit if you have not already done so.

RADIO SETUP
Assign to base
Select base
Remove base

The terminal will display different screens to confirm that the base unit assignment is in progress. The terminal will finally confirm that the base unit assignment was successful and will automatically return to the ready prompt after three seconds.

Assigning a Handset to more than one Base

Your handset can be assigned to up to three bases. If you are not in range of your primary base unit, you can select from two others that the handset is assigned to in order to complete your transaction. Follow the prompts below to assign your terminal to more than one base.

1. At the READY prompt press the MENU button twice.
2. Use the arrow buttons to view the available options and press the GREEN button when the Select Function option is highlighted.
3. Key enter the number 36 and press the GREEN button. You will then be asked to swipe the Supervisor Card or

SYSTEM MENU
Totals
Print Function Codes
Select Function

Key in Function Code
and then press ENTER

enter your Supervisor Code through the terminal.

4. To assign the terminal to a base unit press the GREEN button.

To cancel the operation, press the YELLOW button.

5. Choose SELECT BASE and press the GREEN button.

6. Select the number of the base unit you wish to assign your handset to and press the GREEN button.

SYSTEM
Radio Setup?

Enter=YES

Clear=NO

RADIO SETUP

Assign to base

Select base

Remove base

SELECT BASE

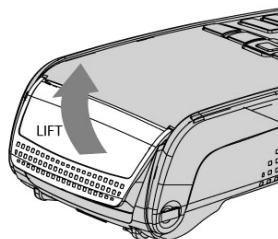
40243643

40243582

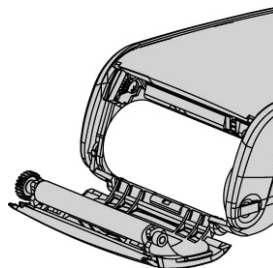
You can now proceed to assign your handset to up to three more base units. Your terminal will return to the READY prompt when each assignment is complete.

40. How to Change a Paper Roll

1. Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.

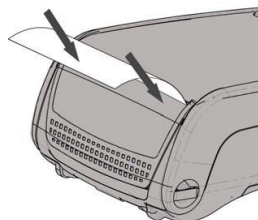


2. Unstick the end of the new roll, leaving the end free, hold the paper roll as shown and carefully place into the printer compartment.



3. Holding the free end of the paper and the terminal, close the printer cover and push firmly until it locks.

Pressing the yellow CLEAR button will feed the paper through.



41. GSM Network (GPRS Only)

Please select option required from the Manual Mode Menu and follow screen prompts.

MANUAL MODE
Find Network
Select Network
Test Signal Strength

42. Insuring the Terminal

Although you rent your terminal for a monthly charge it is strongly recommended that you insure the terminal against loss or damage to a value as recommended by your acquirer.

43. Security Warning Notice

This terminal is used for the secure transfer of funds using credit and debit cards. As such it is designed as a high security device.

Should you suspect that the terminal might have been removed, stolen or apparently modified or replaced then you should advise your Bank immediately and stop using the terminal until advised by the Bank accordingly. This is to protect both your business and also the persons who have or will continue to use your terminal.

Please be vigilant at all times and check your terminal regularly.

44. Helpful Hints

Terminal Tips

Your terminal unit should be left in your retail premises and plugged into a 24 hour power supply at all times.

If the terminal display is blank, ensure the terminal is plugged into the power supply.

If you have poor quality printing, change the paper roll.

Keep your Supervisor card in a secure place. Anyone with access to this card may perform unauthorised refunds.

Financial Tips

Always check you have keyed in the correct amount before going ahead with the transaction.

If you are referred for an authorisation code, read the amount from the slip to ensure you have the correct amount (It has been known for the amount of 2,000.00 to be keyed instead of 200.00. A code is then obtained for the 200.00 but the cardholder is debited for the keyed amount of 2,000.00).

Always check your bank statement on a regular basis to ensure you are receiving your credits and that the amounts are correct.

Remember to reconcile the terminal each day as this will generate all the funds to your bank account.

You will not be credited with Z Totals as these are running totals for your records and do not generate funds to your account.

Keep your copy transaction slips in a safe place. There may be occasions when you are asked to provide copies of these.

Please ensure that Refund transactions show as REFUND ACCEPTED.

If the terminal prints the message Totals not Agreed when you carry out your End of Day Banking, please contact the Helpdesk.

If Stored is printed on your End Of Day report please contact the Helpdesk.

45. Miscellaneous Prompts

Below are explanations for some of the common prompts displayed by the terminal.

PROMPTS	CAUSE/REASON	REMEDY
Call Auth centre	Assistance required	Call the Authorisation Centre on the number displayed by the terminal. Once you have spoken to the Authorisation Centre press the GREEN ENTER button and follow the prompts displayed by the terminal.
Call Helpdesk	Assistance required	Please contact your Helpdesk.
NOT AUTHORISED	The card issuer has declined to authorise the transaction	Ask the customer to pay by some other means and press the YELLOW button.
Referral	Assistance required	Call the Authorisation Centre on the number displayed by the terminal. When the call is answered quote the referral message and your Merchant Number.
Unable to Authorise	Transaction declined by the card	Ask the customer to pay by some other means and press the YELLOW button.
Unable to Connect	Terminal not connecting to host	Call the Helpdesk for guidance.

DIV434716B
Copyright © 2012 Ingenico UK Ltd
ALL RIGHTS RESERVED

Date: December 2012
Released for UT4.13.11

Ingenico
Ridge Way
Donbristle Industrial Park
Dalgety Bay
Fife
KY11 9JU

Part Number: DIV434716B_COVER